DISCREPANCY REPORT

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OVERVIEW

- Definition
- Types of Discrepancies
- Submission Timeframes
- Where to submit Report of Discrepancies
- Points of Contacts
- Helpful Hints

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Definition

Discrepancy:

“…when the materiel supplied is non-conformant to the requirement”

TYPES OF DISCREPANCIES

- Transportation Discrepancy Report (TDR) -
- Supply Discrepancy Report (SDR/ROD) - SF
- Product Quality Deficiency Report (PQDR)
- Medical Materiel Complaint/Quality Improv (MMC/QIR) - SF 380 (medical only)
- Unsatisfactory Materiel Report (UMR) - DD (subsistence only)

TRANSPORTATION DISCREPANCY REPORT (TDR) SF 361

Used to report discrepancies involving carrier:

- **shortage or overages of cartons/crat**
- **damages as a result of carrier handling**
- **Request of Information (RFI) tracer**
- **ure to provide service or t called for in contract**

SUPPLY DISCREPANCY REPORT (SDR/ROD) SF 364

Used to report:

- **Overages**
- **Shortages and Total Non-receipts**
- **Wrong Item Receipts**
- **Misdirected Shipments**
- **Inadequate Packaging/marking**
- **Expired Shelf Life**
- **Damaged Materiel**

PRODUCT QUALITY DEFICIENCY REPORT (PQDR) SF 368

Used to report:

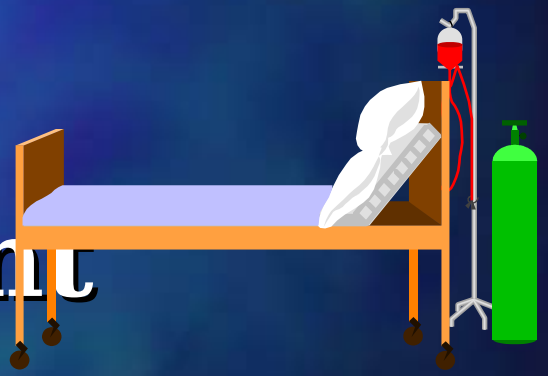
- deficiencies in design
- substandard materiel
- deficiencies in:
  - specifications
  - manufacturing
  - workmanship

MEDICAL MATERIEL
OMPLAINT/QUALITY IMPROVEMEN
REPORT (MMC/QIR) SF 380

Used to report discrepancies i

- **drugs**
- **chemica**

- **medical equipment**



NSATISFACTORY MATERIEL REPOR (UMR) DD1608

Used to report:

- **spoilage**
- **nonconformance to product sta**
- **packaging**

SUBMISSION TIMEFRAMES

- Sealed Vendor Pack - no time limit
- Controlled inventory items - 24 hou
  (arms, ammunition, explosives)
- CONUS destinations - 90 calendar d
- US government overseas - 150 caler

DISCREPANCIES WHICH ARE REPORTED DIRECTLY TO THE SHIPPING DEPOT

- Shortages (SDR/ROD)
- Overages, Duplicate Shipments (SI
- Wrong Item (SDR/ROD)
- Misdirected Shipments (SDR/ROD)
- Packaging (SDR/ROD)

DISCREPANCIES WHICH ARE REPORTED DIRECTLY TO THE SHIPPING DEPOT

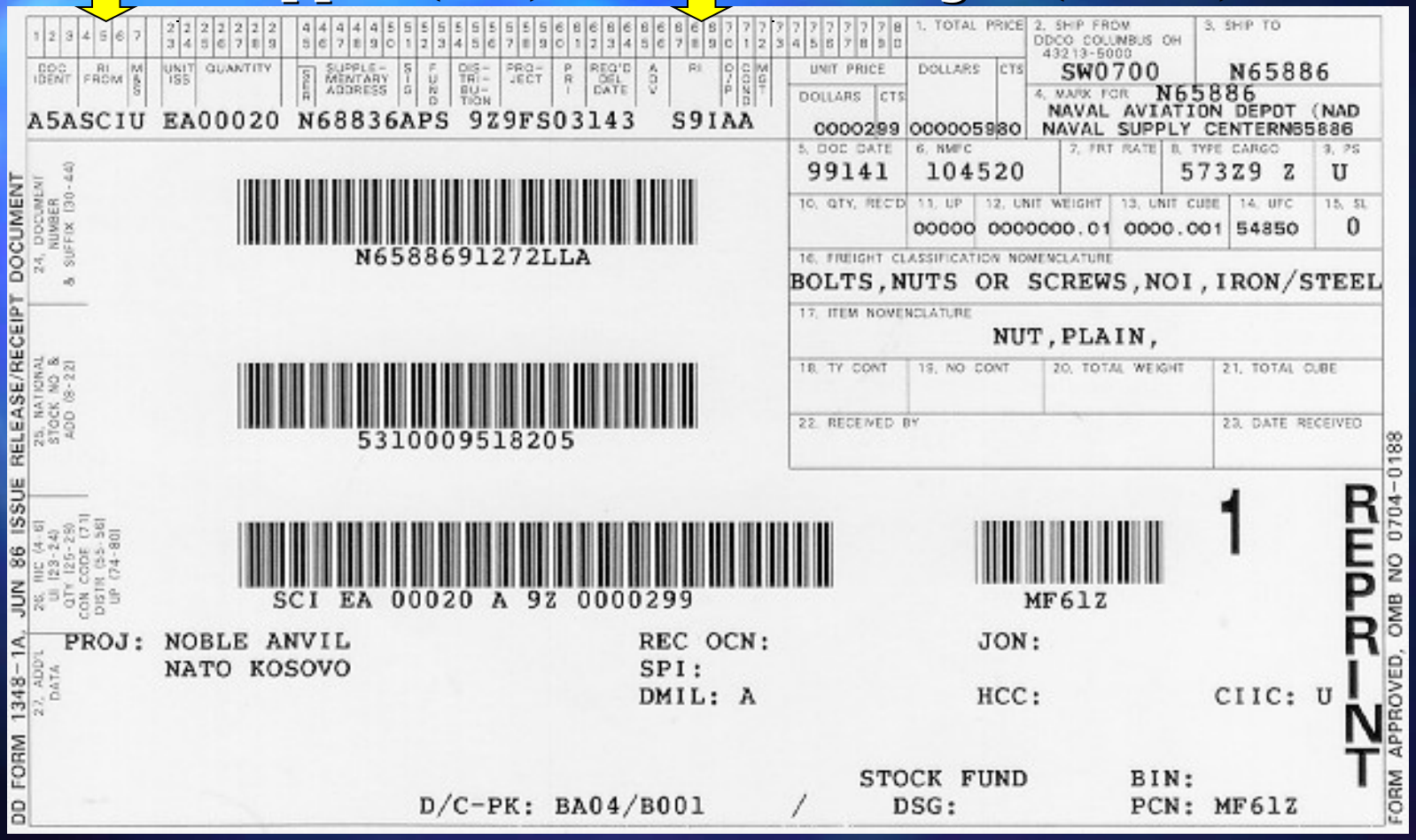
(Continued)

- Expired Shelf Life (SDR/ROD)
- Unacceptable condition/damage (SI (not carrier related)
- Request for Information (RFI) trace (Not necessary to send copy to DSC.)

ow to determine the manager an shipper using DD 1348-1

Shipper (4-6)

Manager (67-69)



ubmit The Following Discrepanci
Directly To The Managing DSC

- **Transportation Discrepancy Reports (TDRs)**
  (carrier related shortage or damage)

- **Direct Vendor Deliveries (DVD)**

- **Product Quality Discrepancy Reports (PQDRs)**
  (No copies are to be sent to the

Shipping Depot Points of Contact fo Submission and Follow-ups

RIC	LOCATION	NAME	DSN	FAX	OFFICE	COMMERCIAL	email address
AQ5	Sharpe, CA	Dan Crump	462-4466	4684	DDJC-V	(209) 839-4466	dcrump@ddc.dla.mil
FF	McClellan, CA	Sandra Lee	633-5233	4308	DDMC-XI	(916) 643-5233	sandra.lee@mcclellan.af.mil
FP	San Antonio, TX	Cindy Boswell	ext 2245	9371	KDC-PI	(210) 932-2800	cboswell@egginc.com
SA	Mechanicsburg, PA	Stan Gersic	430-4410	5770	DDSP-QA	(717) 605-4410	sgersic@ddc.dla.mil
SB	Tracy, CA	Dan Crump	462-4466	4684	DDJC-V	(209) 839-4466	dcrump@ddc.dla.mil
SC	Columbus, OH	Bob Milligan	850-3583	4695	DDCO-X	(614) 692-3583	rmilligan@ddc.dla.mil
SD5	Corpus Christi, TX	Leroy Flores	861-3182	3950	DDCT-V	(361) 961-3182	leflores@ddc.dla.mil
SDA	Albany, GA	Shane Fountain	567-5908/9	6864	DDAG-X	(912) 439-5908/9	sfountain@ddc.dla.mil
SDB	Anniston, AL	Tom Alexy	571-6185	6184	DDAA-VQ	(256) 235-6185	talexy@ddc.dla.mil
SDC	Tobyhanna, PA	Rich Field	795-6410	7693	DDTP-R	(570) 895-6410	rfield@ddc.dla.mil
SDD	Warner Robins, GA	Robert Sayles	468-4864	6376	DDWG-XVA	(912) 926-4864	rsayles@ddc.dla.mil
SDF	Norfolk, VA	Bill Sawyer	646-3540	3503	DDNV-VBA	(757) 443-3540	wsawyer@ddc.dla.mil
SDH	Cherry Point, NC	Lark Fiore	582-5621	5964	DDCN-X	(252) 466-5621	lfiore@ddc.dla.mil
SDM	Jacksonville, FL	Sam Marvin	942-0158	0149	DDJF-VB	(904) 542-0158	smarvin@ddc.dla.mil
SDN	Red River, TX	Mike Williams	829-3052/4292	2495	DDRT-VA	(903) 334-3052	nwilliams@ddc.dla.mil
SDT	Hill, UT	Judy Tubbs	777-7682	775-3398	DDOU-XI	(801) 777-7682	judy.tubbs@hill.af.mil
SDU	Oklahoma City, OK	Nancy Drew	339-7271	7229	DDOO-XIC	(405) 739-7271	ndrew@ddc.dla.mil
SDX	San Diego, CA	Beverly Washington	526-7817	6708	DDDC-PIC	(619) 556-7817	bwashington@ddc.dla.mil
SEB	Puget Sound, WA	Allan Wallace	439-8611	1454	DDPW-DS	(360) 476-8611	awallace@ddc.dla.mil
SEP	FedEx, Memphis, TN	Customer Service		800-867-8409	FedEx Depot	(800) 357-7782	cablayde@fedex.com
SG2	Barstow, CA	Customer Service	282-6779	6778	DDBC-W	(760) 577-6779	dallasharris@ddc.dla.mil
SN	New Cumberland, PA	Charlie Huck	977-8026	6255	DDSP-QA	(717) 770-8026	chuck@ddc.dla.mil
SR	Richmond, VA	Wayne Bushman	695-4544	3515	DDRV-X	(804) 297-4544	wbushman@ddc.dla.mil

EFENSE SUPPLY CENTER POINTS OF CONTAC
FOR SUBMISSION AND FOLLOW-UPS

Manager	PHONE	FAX DSN	Commercial	EMAIL
S9C & S9E	DSN 850-2089	4179	(614) 692	rods@dscc.dla.mil
S9G	1-800-794-7637	DSN 695-5944	(804) 279	s9grods@dscr.dla.mil
S9I	DSN 442-1415	5029 or 6903	(215) 697	hvanderpool@disc.dla.mil
S9M	DSN 444-8419	8005	(215) 737	medrods@dscp.dla.mil
S9T	1-800-413-6789	5601	(215) 737	ctaggart@dscp.dla.mil

FOLLOW-Ups for MEDICAL

			DSN	Commercial
S9M	Devices	Ruby Simpkins	444-2129	(215) 737
	Equipment	Ida Howell	444-2107	
	Drugs	Kathy Roe	444-8782	
	DEPMEDS	Nick McGinty	444-8203	

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LAST RESORT POINTS OF CONTACT AT DSC

MGR	NAME	OFFICE SYMBOL	PHONE	FAX	COMMERCIAL	EMAIL
	DEPOT SHIPMENTS					
DDC	Beebe, Keith	DDC-J 3/J 4 main POC	977-5338	7143	(717) 770-5338	kbeebe@ddc.dla.mil
DDC	Rominger, Denise	DDC-J 3/J 4 program mgr	977-8988	7143	(717) 770-8988	drominger@ddc.dla.mil
	SUPPLY CENTERS					
S9C/E	Myers, J anet	DSCC-BDD	850-2490	6904	(614) 692-2490	janet_myers@dscc.dla.mil
S9G	Ross, McKinley	DSCR-RZO	695-3030	6827	(804) 279-3030	mross@dscr.dla.mil
S9I	Nayko, Nick	DISC-ILSI	444-7536	0223	(215) 697-3377	nnayko@dscp.dla.mil
S9M	Hyman, Rhonda	DSCP-MRPS	444-7182	8005	(215) 737-8005	rhyman@dscp.dla.mil
S9T	Taggart, Cora	DSCP-CNN C&T	444-5137	5601	(215) 737-5137	ctaggart@dscp.dla.mil

HELPFUL HINTS

- Only one discrepancy per compla
- Valid requisition number and suf
- Accurate discrepant quantity and discrepancy code
- Legible name, phone, fax, email,
- If materiel received, cancel SDR/

MORE HELPFUL HINTS

- Authorized substitution not reportable;
  use Advice Code 2B on requisition
- Obtain Evidence of Shipment and
  trace prior to submitting SDR/ROD
- Allow reasonable time before

MORE HELPFUL HINTS

- Use DSS MRO Tracker: www.wegal.ogden.disa.mil/mrostatus
- Use DDC Call Center DSN 977-6192 or ddccallcenter@ddc.dla.mil
- Use DLA Customer Assistance Handbook to determine manager if no DD1348. www.supply.dla.mil/customerhandbook

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